

## POLICE DISPATCHER II

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### **DEFINITION**

To perform a wide variety of general clerical duties required to process Police Department records; to receive incoming calls for police assistance and dispatch necessary units; to perform a variety of general support duties related to communications activities; and to do related work as required.

### **EQUIPMENT, METHODS AND GUIDELINES**

Operates computer-aided dispatch (CAD) telecommunications system such as radio, telephone, computer and other electronic equipment. Uses federal, State and local laws, policies, procedures and practices.

### **WORKING CONDITIONS**

Basically inside work. Willingness and ability to work rotating shifts (including nights), weekends, holidays and overtime as required.

### **PHYSICAL DEMANDS**

The work emphasizes speech, hearing, and vision, (including that color vision necessary to accurately interpret visual displays). Ability to lift and carry documents, files, etc. The work involves exposure to physical confrontations and verbal abuse.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Records Supervisor or the Police Lieutenant. Functional or technical supervision may be provided by other Department staff.

### **EXAMPLE OF DUTIES**

Duties may include, but are not limited to, the following:

Type, record and file a wide variety of police records, reports, and materials including memos, letters, financial reports, complaints, declarations, fingerprint cards and index cards on bookings, warrants, citations, crime and traffic reports, bad checks and forgery files.

Assist Department personnel and the public in person and by phone performing record checks, collecting fees, and mailing out requested reports to outside agencies in accordance with established regulations, and providing general information regarding Department policies, procedures and regulations.

Assemble, code, record and summarize a variety of police record data including serious crime offenses, stolen vehicles, crime reports, booking sheets and file interrogation cards.

Compile data for, summarize, and maintain a variety of statistical and financial reports.

Sort, file, copy and distribute to appropriate personnel -- crime reports, traffic reports, citations, petitions, and other materials.

Receive emergency calls from the public requesting police or other emergency service; determine nature and location of emergency, determine priority, and dispatch police, emergency units as necessary or transfer calls to appropriate agency in accordance with established procedures.

Maintain contact with all units on assignment; maintain status and location of police field units.

Operate computer terminals and teletype machine to enter, modify, and retrieve data such as stolen and recovered property, drivers license and vehicle registration information, and warrants on wanted persons.

Operate a computer terminal and printer to type, enter, modify and retrieve a wide variety of police reports and records, memos, letters and other material from oral dictation, rough draft, copy, notes and transcribing machine recordings.

Answer non-emergency calls for assistance; contact appropriate agency or department.

Coordinate emergency calls and relay information and assistance requests involving other law enforcement and firefighting agencies.

Perform searches of arrested persons; supervise and care for infants and children awaiting transportation.

Perform related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

English usage, spelling, grammar, and punctuation.

Office methods and equipment.

Organization, procedures and operating details of Police Department.

### **Ability to:**

Perform routine clerical work.

Operate computer terminal and office machines.

Type accurately at a speed of 40 words per minute.

Dispatch police units quickly and effectively.

Perform record searches quickly and accurately.

Understand and carry out oral and written directions.

Speak clearly and precisely.

Work under pressure, exercise good judgement, and make sound decisions in emergency situations.

Effectively communicate with and elicit information from upset and irate citizens.

Exercise independent judgement and work with a minimum of supervision.

Work various shifts as assigned.

### **EXPERIENCE AND EDUCATION**

Any combination of experience, education and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

#### **Experience:**

Two years of clerical work involving public contact.

#### **Education**

Equivalent to completion of the twelfth grade.